

MDOT's 2017 Strategic Plan and Wildly Important Goal

*MDOT will build upon our innovative culture by
measuring, promoting and celebrating
innovations*

January 2017



MDOT Mission and Vision

Providing the highest quality integrated transportation services for economic benefit and improved quality of life.

MDOT will be recognized as a progressive and innovative agency with an exceptional workforce that inspires public confidence.

Our Vision

Where we are heading...Where we want to be

- Progressive – Continually advancing our business policies and practices to meet the needs and demands of our customers
- Innovative – Pursuing and implementing new technologies, products and processes to achieve greater efficiencies and value-added outcomes
- Exceptional Workforce – Our employees are engaged, equipped and empowered to deliver results that matter for our customers.
- Public Confidence – We are trusted by the public to do the right things in the right way.



MICHIGAN DEPARTMENT OF TRANSPORTATION

Michigan Department of Transportation

MDOT's Strategic Plan Strategic Areas Of Focus



Customer Centered
Understand our customers' most important needs to achieve a more customer-focused agency that results in better service and lower cost.



Innovative/ Efficient
Move people and goods through better customer-centered services and performance-driven decision-making.



Leadership
Align the organization to carry out the MDOT mission, achieve the vision and demonstrate the values.



Partners
Foster and sustain partnerships to optimize operations and achieve customer-centered results.



Safety
Move Michigan toward zero deaths through the incorporation of safety in all our transportation efforts.



System Focus
Provide cost-effective, integrated and sustainable transportation solutions.



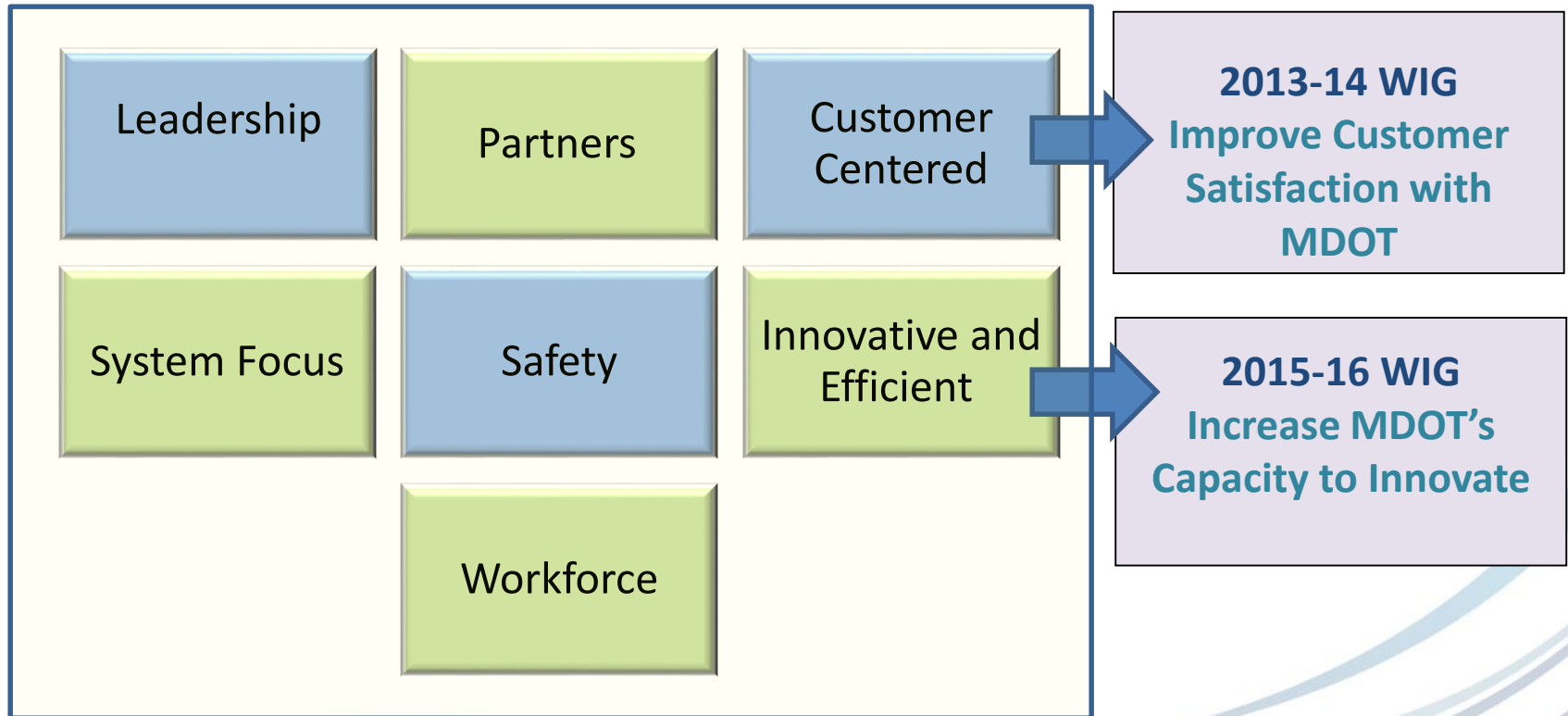
Workforce
Recruit, develop, and retain a high-performing workforce.



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Our Seven Strategic Focus Areas



‘Wildly Important’ Goal for 2017

MDOT will build upon our innovative culture by measuring, promoting and celebrating innovations



Why we Innovate



Our WIG Strategy

1. Work Area SUB-WIGs!

- Each bureau, region and office
- Focused on a specific innovation
- All shapes and sizes
- Some continuations and some new
- Establish by January 2017
- Substantially complete by December 2017

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Our WIG Strategy

2. Internal and External Communications!

- A few SUB-WIGs will be selected as “communications” candidates, such as:
 - SUB-WIGs that can yield measurable results
 - SUB-WIGS that might resonate with our customers
- We will showcase and celebrate these selected innovations internally and externally

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Our WIG Strategy

The importance of internal and external communications to our 2017 WIG is reflected in how we will measure our success.

How will we measure this WIG?

By the end of the year, we will have highlighted through internal and external communication venues 5 to 10 MDOT innovations that have yielded measurable results and/or could be effectively communicated to the public.

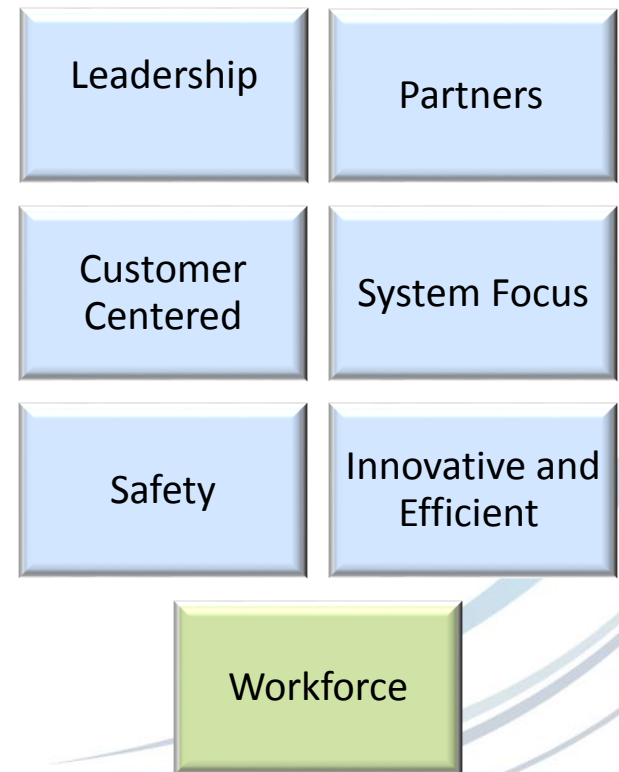
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Our WIG Strategy

3. Workforce Development!

- A commitment to innovation requires a commitment from and to our workforce
- One of the seven Strategic Areas of Focus
- Not the lead actor in our WIG, but plays a strong supporting role



IMPLEMENTATION GUIDANCE

In selecting work area SUB-WIGS...

- They can involve the entire work area, OR
- They can involve just those individuals responsible for a single process/program
- Some will proceed to full-scale implementation, others won't make it past development (and that is okay)
 - We learn and improve from every effort
- Some will be measurable
 - A baseline level can be established in numeric terms
 - A percent improvement target can be set and progress toward the target calculated
- Some will not be measurable
 - You know they will yield positive benefits, but numerical measurement is just not feasible for any number of reasons



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- Some will be good candidates for reporting out to the public, some will not
- We serve the public and we know everything we do needs to have them in mind
- *However...* Not all innovations can be clearly communicated to the public
 - They may be too technical
 - They may yield improvements that indirectly impact their travel but not in a way that is readily apparent to them
 - It is okay to pursue innovations that won't resonate with the public



Focusing on Internal and External Communications...

- For a subset of SUB-WIGS, communicating the results is a critical component of our effort in 2017
- Good candidates for this communications focus will likely be:
 - Those that are measurable
 - Direct relevance to traveling public
- For communication candidates we will help those work areas develop and implement communication strategies



Putting the “Workforce” strategic area of focus in a supporting role...

- Supervisors and managers need to support each employees’ ability to innovate
- Possible efforts
 - Support employee understanding/use of 4DX
 - Opportunities for employees to gain knowledge of best practices
 - Foundational Curriculum and Continuing Education Resource Guide
 - Succession planning/knowledge management
 - Effective performance management
 - Employee recognition
- No requirements to track workforce development
 - Share your workforce accomplishments within your area and with the SPCT

Hint: You should probably be doing these already!



Our Strategic Approach for 2017

- Use our Strategic Plan and WIG as our road map
- Continue to aspire toward the MDOT reflected in our Vision Statement
- Build on our Innovative Culture within Work Area Innovation SUBWIGS
- Leveraging Our Strengths – Engaging and Developing our Employees
- Continue to apply the principles of Good Government



MDOT's 2017 Strategic Plan and WIG

Questions?

